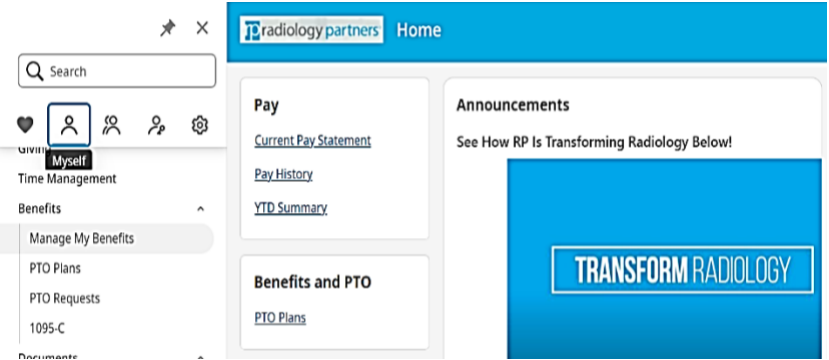
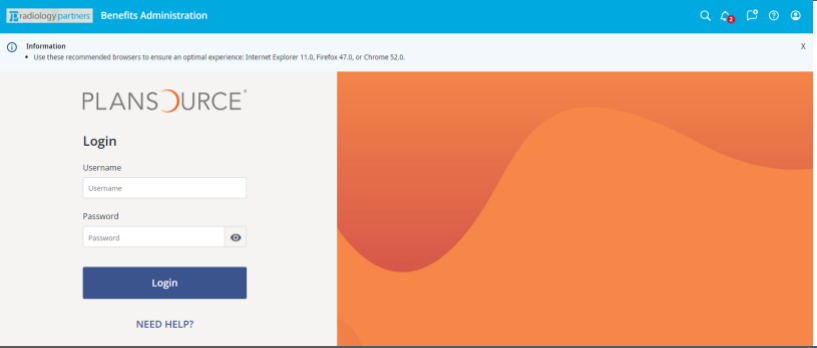


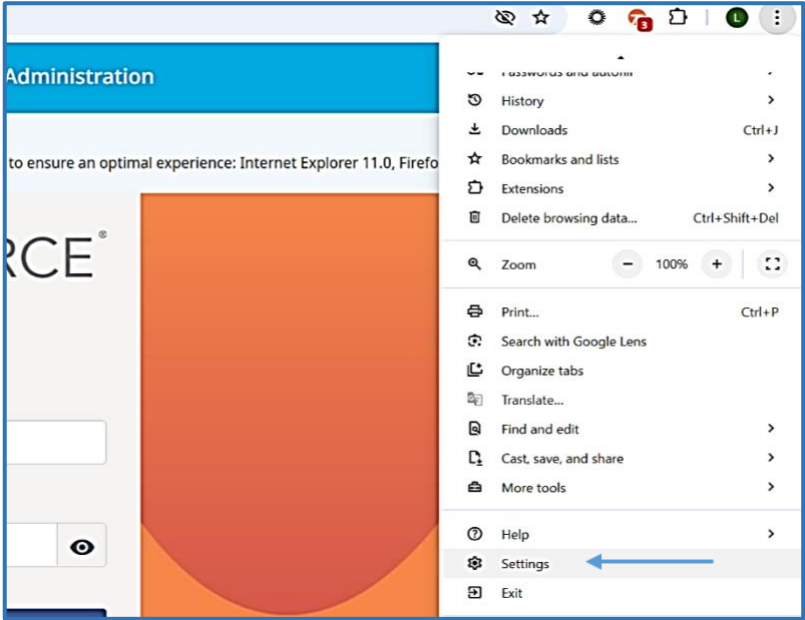
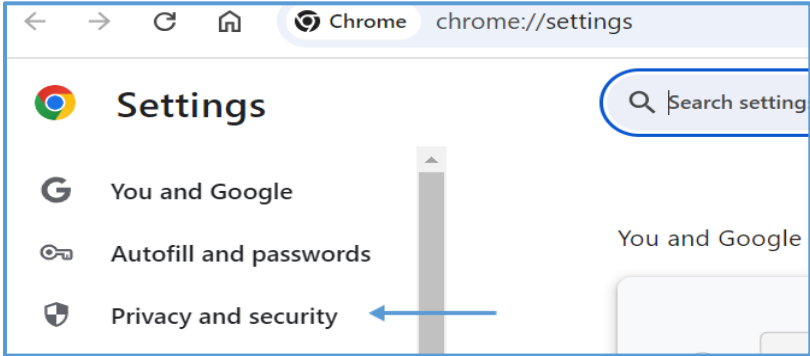
UKG Job Aid: Accessing Benefits Administration in UKG Pro & Troubleshooting Error Message

STEPS TO ACCESS BENEFITS ADMINISTRATION

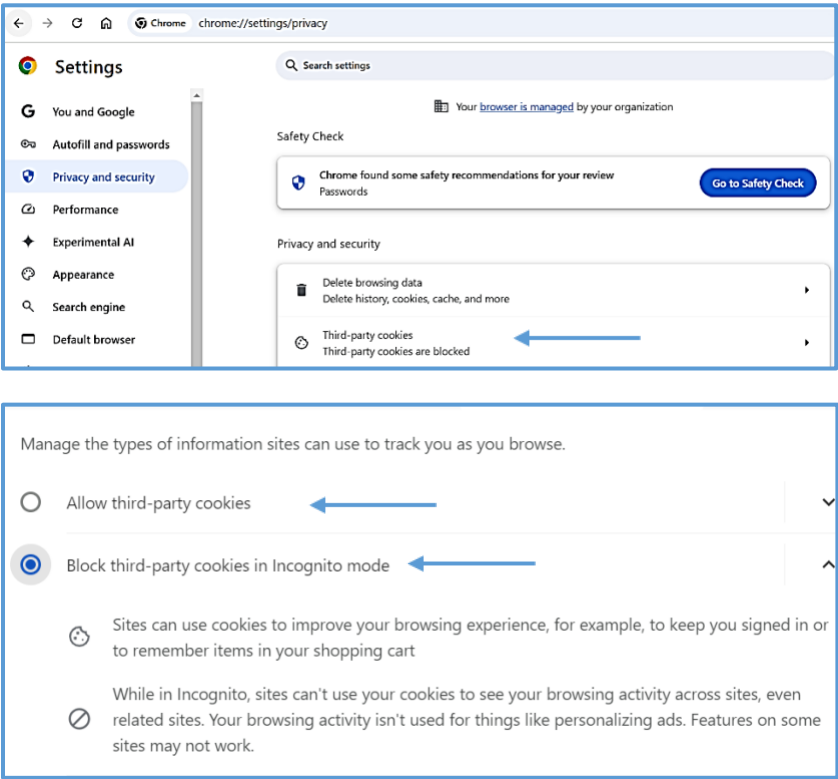
Steps to Access Benefits Administration		
Step	Step Description	Screenshot
1	Log in to OKTA, go to the dashboard and select "Ultipro." To make benefit elections, navigate to Menu > Myself > Benefits > Manage My Benefits, then select "Update My Benefits." NOTE: UKG is not compatible with Safari or mobile devices. We recommend Google Chrome or Microsoft Edge.	 The screenshot shows the UKG Pro Home dashboard. On the left, the 'Myself' menu is expanded, showing options like 'Time Management', 'Benefits', and 'Manage My Benefits'. The 'Benefits' section is highlighted. On the right, there are sections for 'Pay' (Current Pay Statement, Pay History, YTD Summary) and 'Benefits and PTO' (PTO Plans). A large blue banner at the bottom right says 'TRANSFORM RADIOLOGY'.

IF YOU RECEIVE AN ERROR MESSAGE

Steps to Resolve Error Message		
Step	Step Description	Screenshot
1	When you click 'Manage My Benefits' in UKG Pro, did you receive the message: "Subscriber not found by [Alphanumeric SSO Code]" or "requesting PlanSource credentials" (username and password)?	 The screenshot shows the PlanSource login page. It has a header with 'radiology partners Benefits Administration'. Below that, there's a 'Login' section with fields for 'Username' and 'Password', and a 'Login' button. A 'NEED HELP?' link is at the bottom. The background is orange with a wavy pattern.
2	How to Resolve This issue is commonly caused by incompatible browser settings. Here are some troubleshooting tips to resolve the break in Single Sign-On (SSO):	• Try a different browser: Chrome is preferred. • Update browser to the latest version: Ensure your browser is up to date for the best compatibility.

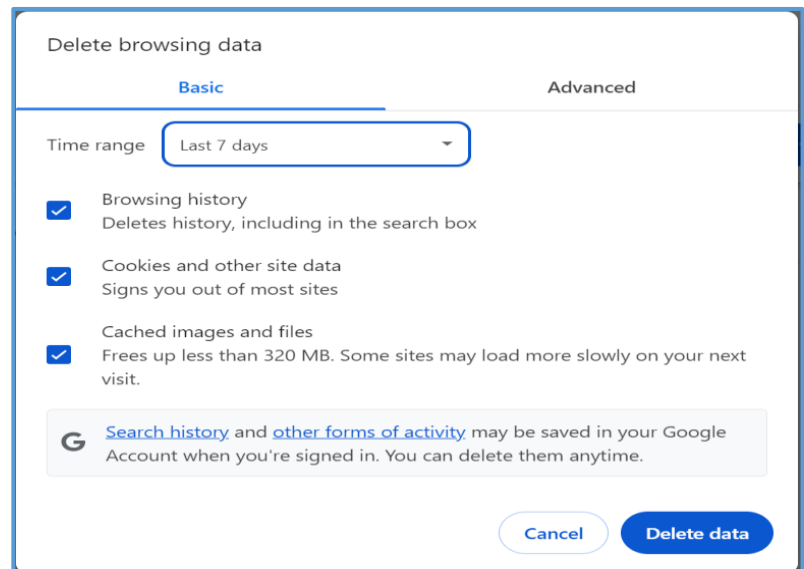
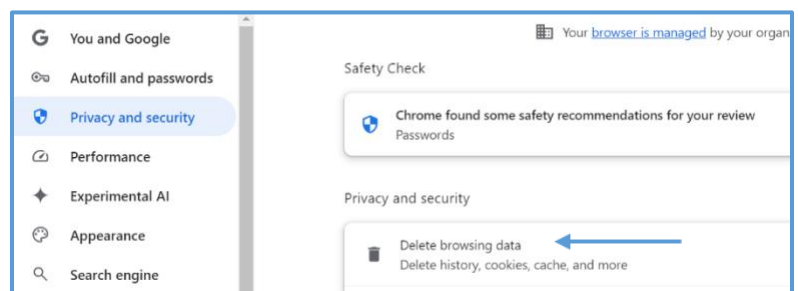
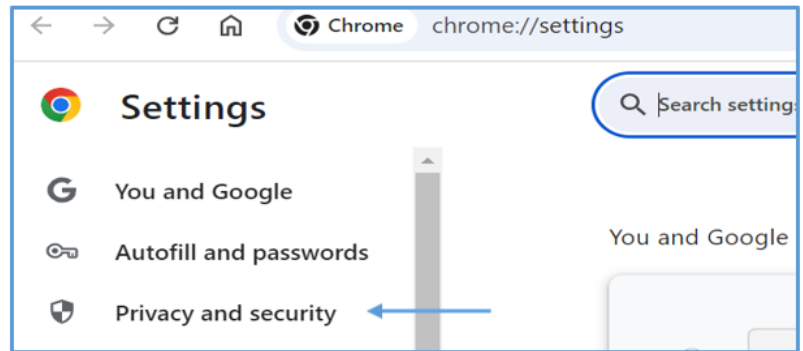
3	Enable third-party cookies: Ensure they are allowed in your browser settings to allow pop-ups from UKG Pro. Open Chrome Settings: - Click on the three vertical dots (menu) in the upper right corner. - Select Settings from the dropdown menu. Privacy and Security: - In the left sidebar, click on Privacy and security.	 The screenshot shows the Chrome browser interface. The 'Administration' header is visible at the top. The Chrome menu is open in the top right corner, displaying options like History, Downloads, Bookmarks and lists, Extensions, Delete browsing data..., Zoom, Print..., Search with Google Lens, Organize tabs, Translate..., Find and edit, Cast, save, and share, More tools, Help, Settings, and Exit. A blue arrow points to the 'Settings' option.  The screenshot shows the Chrome Settings page. The address bar displays 'chrome://settings'. The 'Settings' title is at the top. A search bar is present. The left sidebar lists categories: 'You and Google', 'Autofill and passwords', and 'Privacy and security'. A blue arrow points to 'Privacy and security'.
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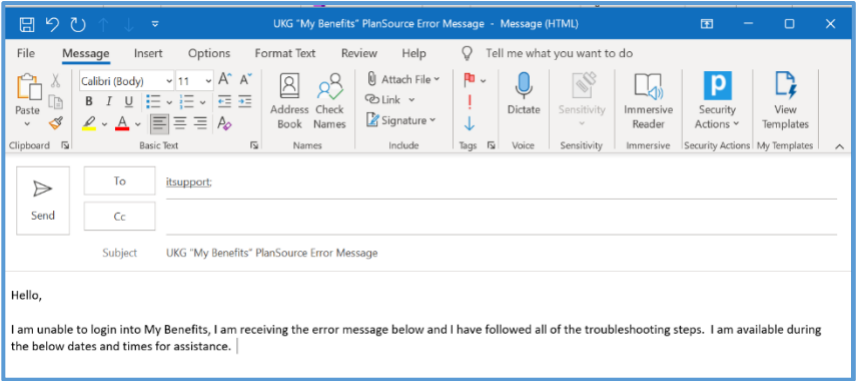
- Third-party Cookies:
- Scroll down and click on Third-party cookies.
- Allow Pop-ups:
- Select "Allowed third-party cookies or Block third-party cookies in incognito mode"



4. Clear cache and cookies: This can often resolve access issues.
- Privacy and Security:
- In the left sidebar, click on Privacy and security.

- Delete browsing data:
- Scroll down and click on Delete browsing data.
 - Select Browsing history, Cookies and other site data, and cached images and files. Then select Delete data.



5	If the Issue Persists If you continue to experience difficulties, please open a case for the itsupport team. Include the following information: • Subject: UKG “My Benefits” PlanSource Error Message • Screenshot of the error page. • A screenshot confirming that all of the above troubleshooting steps have been completed. • Best available time to schedule a troubleshooting session.	
6	Contact Information For further assistance, please contact: • IT Support: itsupport@radpartners.com • Create ServiceNow Ticket: Create Incident	